

CASE STUDY

Travellers Aid and Techware

A long time partnership built
on trust and shared values

Techware

 Travellers Aid

Travellers Aid is a not-for-profit (NFP) organisation committed to empowering people with travel related challenges to connect, engage and participate within their communities through the use of public transport.

Established in 1916, Travellers Aid has a long and storied history of assisting travellers in need. Their team of dedicated volunteers and staff work tirelessly to ensure people with mobility challenges are treated with dignity and respect.



Looking to grow and streamline their developing IT systems, Travellers Aid sought out a partner with greater knowledge, sophistication, and support capacity. One that understood the NFP space and could accommodate the budget limitations without sacrificing quality.

Techware was chosen as the IT partner who could best help them moving forward. Today, Travellers Aid CEO Elias Lebbos and Corporate Services Manager Elaine Shallue, continue to build on this long standing relationship.

Find the perfect long-term IT solution

Travellers Aid were acutely aware that what they had was not working. Previous physical IT systems had let them down, and after a chain of quick fix 'band-aid' solutions, a more permanent solution was required – one that would modernise their systems and bring them into the 21st century.

Fortunately, through a series of open and frank discussions, the team at Travellers Aid identified Techware as a suitable partner, reassured by their wealth of experience assisting NFP organisations.

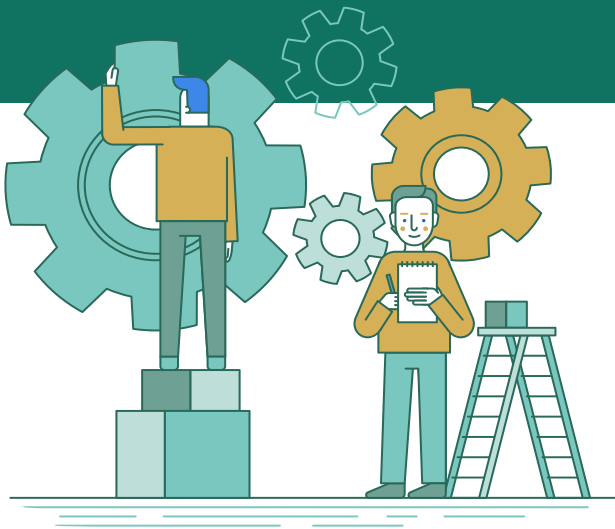
Ultimately, Travellers Aid believed the plans and strategies suggested by the Techware team would help them meet their needs and provide them with the right support to help them build a stronger IT infrastructure.

Elias notes how this all came together.

“ We were very conscious that we had to invest annually and maintain a consistent level of support. Techware were very good at problem solving for us and understanding the upgrades required to become the modern, efficient organisation we aspired to be. We were very clear on what we wanted, and Techware were very clear on how they could help ” explains Elias.



An evolving partnership built on trust, values and fit for purpose solutions



Techware implemented a raft of budget conscious IT support solutions designed to evolve with the organisation. This included security, Office 365, and telephone support. The integration of new technology was a seamless process and the constant updates helped us reduce outages, boost service and implement an advanced security infrastructure.

Having built such solid foundations through this partnership, Techware has been able to follow the initial strategies and assist Travellers Aid in migrating their physical servers to Microsoft Azure cloud servers, reinforce its security protocols and enhance its mobile capability and services. Each time these milestones have been met, the team at Techware has built a greater understanding of the evolving needs and values of Travellers Aid, something Elias believes has been critical in creating a more effective, supportive environment.

“ Our system was constantly crashing. People were having to come in on the weekend and access the servers to get things back up and running. We knew this wasn’t the way to move forward. Fortunately, Techware had the right strategies to meet our needs. And with a partnership built upon shared values and proactivity, Travellers Aid is now in a much more secure, organised position.”

Elias Lebbos

“Techware don’t just present themselves as a provider that works in the NFP sector, they constantly demonstrate their support for organisations who are budget conscious and will always offer alternate solutions or amendments to our existing systems if it will help us save money. They are always looking out for our economic welfare as well as our IT needs.”

Elaine Shallue

Reducing tech issues and instilling greater employee and volunteer confidence

Since bringing Techware on board, Travellers Aid have seen a significant reduction in tickets lodged with Techware.

“ Looking at the data, we are reaching out for support less often. That means the system is working. The combination of tech savvy staff and a sophisticated, evolving IT setup has made this entirely possible,” notes Elaine.

In addition to greater efficiency and less support tickets being lodged, Elias believes Techware has helped Travellers Aid manage its rapid IT growth and become a leader in the NFP space, with a sophisticated system that exceeds all of their expectations.

“ Our core platforms managed by Techware are now more advanced than ever. Our methodologies – crafted in tandem with Techware – have supported us in getting where we want to go and given us clarity about what we want in our data management system. We’ve been able to reduce manual processes – a perfect outcome that’s working really well for our organisational purposes and needs,” says Elaine.



Plans for the future

With many ideas already in the pipeline, Travellers Aid and Techware will continue to work together to improve existing systems and advance wider organisational use of the powerful Microsoft Suite.

“ Our next step is to make sure we see continuous improvement of what we’ve already got. We don’t need to expand or spend anything right now, we’ll simply keep on working alongside Techware to unlock the massive potential in our current systems, ” explains Elaine.



Words of Advice

For those facing the same issues as Elaine and the Travellers Aid team, she says it’s best to find somebody who truly understands the user experience and develop a strategy that everybody can dive into.

“ If you’re going to work with a provider like Techware, make sure you have an internal champion who understands and embraces technology, and will work with your external IT team to uncover the best possible solution. With somebody who knows the business, and somebody who knows the technology, there’s no limit to what you can achieve, ” states Elaine.



Additionally, Elias believes that when looking to find an IT support provider, you can only enhance and complement your systems by being fully transparent.

“ For anybody considering a provider like Techware, be open, honest and frank about your needs. Part of our previous problems were that we held our cards too close to our chest. By being open with what you want to achieve, you’ll gain the most clarity and meet the goals set out in your IT strategy, ” concludes Elias.